

May 15, 2000

Mr. Juan Velazquez, CPA
PRTC
PO Box 360998
San Juan, PR 00936-0998

Dear Mr. Velazquez:

I hope the meeting we had generates the results we are looking for. Time is getting short before we must try alternative methods of attaining the changes necessary to make resale viable, and that are required by all ILEC's. Though I acknowledge that several people in your group are working hard, there is not significant progress in several key areas. The following are the agreements made in our meetings, including between you and I on May 9. If you remembered anything differently, please let me know. If we can meet the promises made this time, we can avoid any further escalation of these issues.

1) PLOC'ing

- a) We agreed in the meeting with Paul that delays caused by status 24 would be eliminated by reissuing the order under WorldNet and canceling the old order. The only exception was orders in dispatch. These would be sent to us to decide whether to reissue or wait for install to PLOC.

RESULTS - More excuses for why this can not be done have been given. We currently have no commitment or indication that these delays will improve.

- b) We agreed to have separate meetings with Ms. Diaz's group regarding day to day and procedure issues. These were to happen twice monthly. By Monday, May 1 we were to receive the date for the first meeting.

RESULTS - We did not, and still have not received a date for the first meeting.

- c) Delays from 24's. It was agreed that by Monday, May 1 I was to receive correspondence of how long it will take to clean out the back log of delays from status 24. This is after received a promise in our prior meeting that all old delays would be cleaned of in 30 days.

RESULTS - I received an e-mail but it did not contain the information promised.

- d) We agreed that on Monday, May 1, I was to receive correspondence about how long it would take to process PON's with status 24. We tentatively agreed that 24's would be transferred to WorldNet immediately, and the pending order reissued. (Except orders in dispatch which would be forwarded to us to decide to cancel or not.)

RESULTS - We received correspondence that said the above procedure could not be done and no alternate solution nor date when a solution would be available and no interim procedure or time frame was given. After 4 or 5 months we are back to square 1 on this issue.

- e) Accounts missing more than 2 billing cycles. We agreed that 9% was too many and May 1 were to get a report of what was going to be done about it. We have PON's missing 6 billing cycles.

RESULTS - We were told that no commitments can be made. This is not an answer we can work with. This needs to be resolved!

- f) **Government Accounts** - In our meeting yesterday we agreed that for the time being government accounts would be processed in 45 days. We have one major account that is almost at 45 days now. Fondo del Seguro del Estado. This needs to be processed quickly, not 45 days from now.

RESULTS - Too Early.

2) **PICC confirmation**

In our private meeting you mentioned you were drafting a response to this.

3) **Intra-Island Pricing.**

We are waiting for Carlos to check with Millie Reyes regarding our interpretation of the Tariff. It seemed like we were in agreement with WorldNet's interpretation of only needing Intra or Inter to qualify for Plan Optima. We are currently discounting the invoices manually.

4) **Increased Access to RFI (THIS ITEM IS URGENT.)**

We have been told a task request has been filed to complete this. No date was given for completion. At the very minimum we must have access to PIC info ASAP. We have been requesting this for over six months now. Mr. Velazquez, we will not wait much longer on this issue. Also, we were told there may be a charge for this access. Based on all of the money we have let go due to PRTC not meeting requirements, I urge you not to assign a charge for this; Or at least not until the other problems and issues are worked out.

5) Training

We are still waiting for information on training.



6) Standardization of Operations Procedures.

Despite five requests for a meeting date with Carmen Diaz's group (three from e-mail and two in meetings) over the past two weeks we have still received no times to meet. This is becoming a major issue.

7) Additional Questions

We are waiting for an answer to the question whether we can download RFI information to a separate file.

Sincerely,

A handwritten signature in cursive script, appearing to read "David L. Bogaty".

David L. Bogaty
President

cc: Carlos Rodriguez, Paul Zielinski, Carmen Diaz, Sonia Domenech, Gloria Mulett,
Graciela Nieves

Pre-Ordering Process**Requirements (Cont.)**

* The LOA should not contain "negative option". Letter of Agency shall not suggest or require that a subscriber take some action in order to retain the subscriber's current service provider.

The LOA Agreement is valid until the issuance of a new one or a cancellation by the end user.

* There may be multiple request forms, from different providers for the same information and customer. This is valid if PRTC receives Original Letter of Agency for each provider.

A reseller may request information on multiple numbers and addresses for an end user on the same LOA. The form should specify each billing number.

The LOA must be received in original. The reseller may mailed or deliver the LOA to PRTC's Interconnection Department.

The PRTC order coordinator will provide a faxed, mechanized or mailed response to the reseller with the requested information.

Charges

to ask for
* The reseller is responsible for any charges associated with equipment and supplies required in his office to forward information to PRTC.

Accounting Codes

Existing accounting codes will be used for the service and equipment.

Due Dates for Orders Associated with LOA's

* If a LOA is accompanied by an order requesting a transfer of the customer, the order should be effective the next billing cycle date. The actual order is a record type order to change the billing from the end user to the reseller.

Using a date other than the due date will result in partial billing. This avoids confusion to the end user.



Dave:

My RESPONSES are written in CAPS. You may call if you would like to discuss further.

Cris

Subject: Minutes of 3-27-01 discussion

Cris, I want to make sure we both agree on what was discussed and agreed upon. I also added to a few of the areas when I recognized the need. Please let me know if your recollection of any of the agreements is different or if any of the new requests are not acceptable so we can discuss alternatives. Also, please feel free to offer alternatives.

Agreed:

1) We will have the outstanding amount of Municipio of Coamo invoiced to WorldNet in pending status while PRT assists WorldNet in trying to collect the money from Coamo. My understanding is this assistance was to take place immediately and would involve contacting the Municipality of Coamo. This is in effort to make the issue of liability for the outstanding balance a non-issue since WorldNet believes that PRTC accepted liability by turning the account up immediately after WorldNet suspended service for non-payment.

AGREED TO HOLD THE OUTSTANDING BALANCE WHILE WORLDNET ATTEMPTS TO COLLECT. MY ASSISTANCE DOES NOT CONSIST OF CONTACTING THE MAYOR BUT IN ALLOWING YOU A REASONABLE TIME TO COLLECT. BY THIS ACTION I AM ACCEPTING NO LIABILITY SINCE I BELIEVE PRT ACTED IN THE BEST INTEREST OF THE PUBLIC.

New:

This was not discussed, however, I would like to add that we agree to this for the next 90 days. If no payment is received I believe we need to discuss other alternatives. Is this acceptable to you?

I WILL AGREE TO 60 DAYS.

Agreed:

2) We agreed that Angel will assist us in setting up meetings with Barbara Nash to discuss all billing changes that will occur with PRT's new system that effect WorldNet. We also agreed that WorldNet will have access to knowledgeable personnel within Verizon to discuss any other issues involved in the system change that effect WorldNet as often and soon as necessary, within reason, but a minimum of once per week. I will have Gloria contact Angel.

RESPONSE: I CONCUR

Agreed:

3) We agreed that PLOC requests for under 50 lines per account will be processed within 5 days, for accounts with no problems. Accounts over 50 are pending an answer from Angel, but it will be much quicker than 60 days.

Lambert's RESPONSE:

WE DISCUSSED THAT ON THE AVERAGE WE WILL MAKE OUR BEST EFFORT FOR PROCESSING THE PROVISIONING WITHIN 5 DAYS, HOWEVER, ACCORDING TO OUR RESALE HANDBOOK, PAGE 14 - 1 THE FOLLOWING IS OUR OFFICIAL COMMITMENT TO ALL RESELLERS:

WHEN PLOC IS REQUIRED THE COMPLETION TIME FOR A PON WILL BE:

1	-	10	LINES =	2 DAYS
11	-	50	LINES =	15 DAYS
50	-	100	LINES =	30 DAYS
SPECIAL SERVICES			=	60 DAYS

ACCOUNT RECONCILIATION WILL BE PERFORMED BY WHOLESALE BEFORE AN ACCOUNT IS PLOC TO A RESELLER.

New:

Cris, we need to set standards for accounts that have problems, because they represents a significant number and we have major accounts with valid paperwork waiting over 12 months!

RESPONSE: AGREE THAT THERE SHOULD BE NO PROBLEM THAT TAKES 12 MONTHS TO BE RESOLVED. IF THERE ARE ANY PRESENTLY IN THAT CONDITION PLEASE ADVISE SO THAT I MAY ASSIST IN RESOLVING

New:

Also, I know we did not discuss this, but we need to know what standards PRT will be using in the future to reactivate WorldNet numbers that have been ordered for disconnect by WorldNet. For example, you mentioned fear of liability and disconnection of emergency services. In order for WorldNet to make its policies we need to know what PRT's specific policy regarding this is.

RESPONSE: I BELIEVE WE TOUCHED BRIEFLY ON THIS SUBJECT AND I STATED THAT WE WOULD NEED TO TREAT SITUATIONS DEEMED "EMERGENCY" OR THAT COULD HAVE "PUBIC IMPACT" ON AN INDIVIDUAL BASIS.

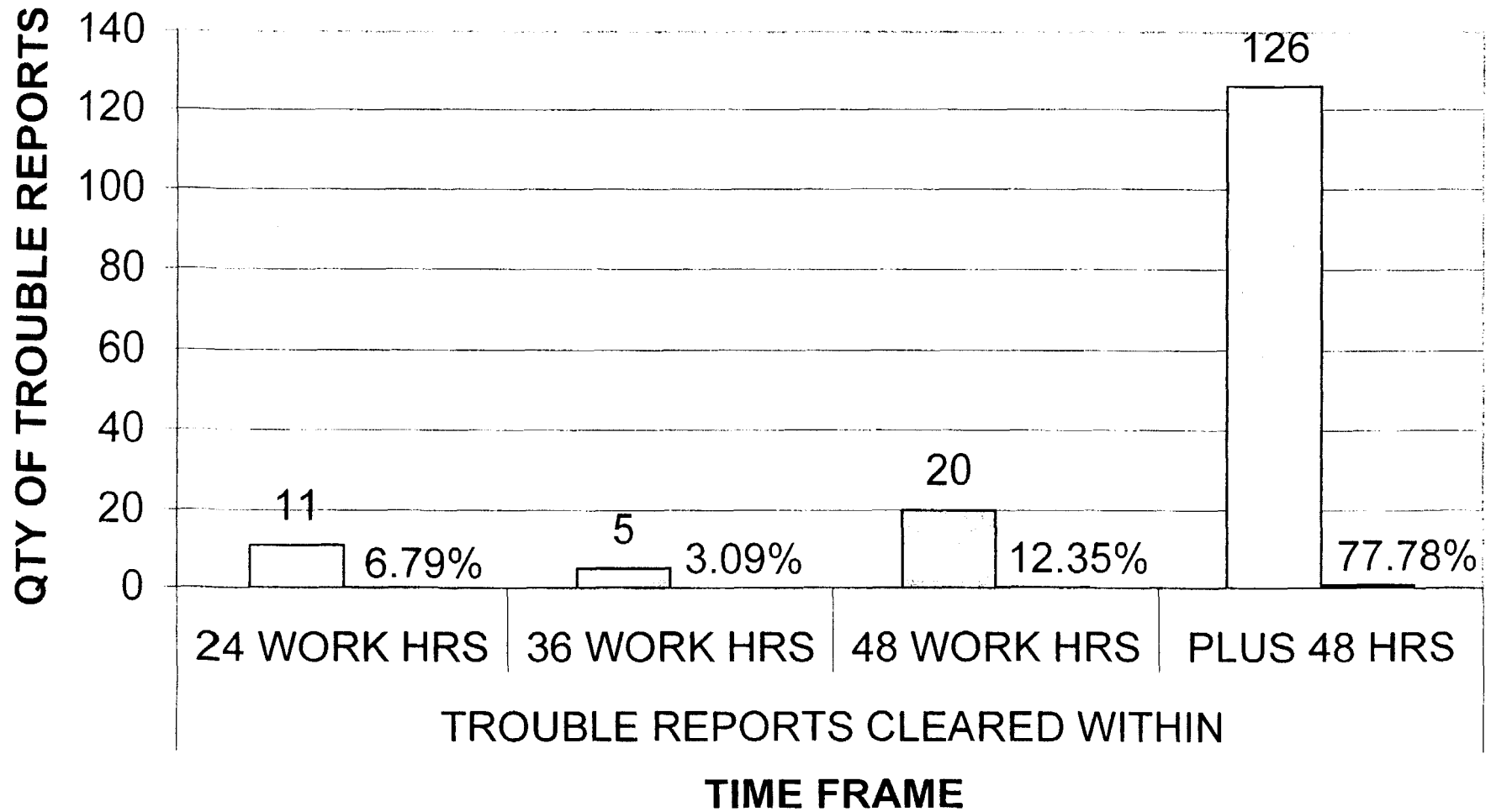
Thanks again for discussing this with us. Let's keep moving the items listed forward so we can discuss bigger and better ways our companies can team up.

DAVID, AS I SHARED WITH YOU, WORLDNET IS A VERY IMPORTANT CUSTOMER TO PRT AND WE APPRECIATE YOUR BUSINESS. I TRULY WANT TO RESOLVE OUTSTANDING ISSUES SO THAT WE MAY FOCUS ON GROWING BOTH OF OUR BUSINESSES. THANK YOU AGAIN FOR TAKING THE TIME TO DISCUSS THESE ISSUES WITH ME. I KNOW WE WILL BE ABLE TO WORK TOGETHER ON THE SOLUTION.

CRIS



WORLDNET REPAIRS REQUESTED FOR THE MONTHS OF OCTOBER 2000 THRU APRIL 20, 2001



WORLDNET REPAIRS REQUESTED

AVERAGE	MAXIMUM	MINIMUM	MODE
14.76829268	75	0	13
Customer	Line	Days	
1 DORAL	745-4057	0	
2 ASSOCIATES	785-8740	1	
3 BAUSH & LOMB	180-8830	1	
4 DUPONT	854-3660	1	
5 ELIZABETH ARDEN	274-6554	1	
6 ELIZABETH ARDEN	259-1110	1	
7 ELIZABETH ARDEN	259-1120	1	
8 ELIZABETH ARDEN	843-0618	1	
9 ELIZABETH ARDEN	854-3660	1	
10 COMECO COM	783-7061	2	
11 ELIZ ARDEN	180-2550	2	
12 JAGUAR PR	726-6261	2	
13 GARIDO & COMP	882-1750	3	
14 CASA DE LOS TAPES	765-1243	4	
15 HECTOR LOPEZ	751-3212	4	
16 HOSP MENONITA	263-8995	4	
17 LEONARDOS	880-6178	4	
18 LEONARDOS	880-7717	4	
19 ACOTROL	781-8283	5	
20 COCO BEACH	809-0305	5	
21 COCO BEACH	809-0306	5	
22 CORPAK	787-5555	5	
23 DUPONT	854-3660	5	
24 FIRST PANA HOSPITAL	259-7265	5	
25 HARBOR FUEL	723-8201	5	
26 HISPANIA RESEARCH	753-7757	5	
27 ISLAND BAGEL	277-9588	5	
28 ISLAND BAGEL	774-9040	5	
29 AUTO NUEVO	786-7647	6	
30 CENTRO PIEZAS PLUS	871-5000	6	
31 CENTRO PIEZAS PLUS	871-5002	6	
32 CENTRO PIEZAS PLUS	871-5044	6	
33 CENTRO PIEZAS PLUS	871-5022	6	
34 CENTRO PIEZAS PLUS	871-5020	6	
35 DM MFG MATTRES	750-6700	6	
36 ESSO STANDARD	793-4754	6	
37 HOSP C GUBERN	860-5972	6	
38 UNITED EQUIPMENT	726-2233	6	
39 BLACK & DECKER	286-3606	7	
40 CARRIBEAN EXHIBITS	726-1982	7	
41 COOP ZENO GANDIA	762-2667	7	
42 CORTES INDUSTRIA	723-5830	7	
43 DIST ROB GANDIA	283-3150	7	

44 DIST ROB GANDIA	755-3962	7
45 DIST ROB GANDIA	755-3731	7
46 HECTOR LOPEZ ASSOC	753-1105	7
47 LEONARDOS	788-2120	7
48 LIFE ASSIST	788-2811	7
49 AIR SYSTEM DILIVERY	753-1025	8
50 CASA DEL MATRESS	765-8500	8
51 CITY SIGNS	776-8013	8
52 COOP ZENO GANDIA	762-2667	8
53 ISLAND SECURITY	753-5653	8
54 LA RIENA JUANA DIAZ	260-9157	8
55 MARCO ROSADO	766-0365	8
56 OPHTHALMIC SUPPLIERS	286-3230	8
57 BUFETE HERNANDEZ	800-981-1908	9
58 FIRST HOSP PAN	285-1900	9
59 FIRST HOSPITAL	739-5636	9
60 HOSP CRISTO REDENTR	864-4415	9
61 HOSP CRISTO REDENTR	864-4190	9
62 HOSP CRISTO REDENTR	864-4387	9
63 LEONARDS	787-7327	9
64 CORPAK	787-5555	10
65 DEYA ELEVATOR	728-1788	10
66 GENERAL WHOLESALERS	283-0570	10
67 LA CASA MATRESS	725-9234	10
68 LIFE ASSIST	275-2074	10
69 SALADMASTER	789-5841	10
70 SUIZA DAIRY	273-2305	10
71 SUIZA DAIRY	273-2394	10
72 WESLEYAN ACA DEMY	731-1690	10
73 WOODS & WOODS	759-7600	10
74 Dupont Agricultural	854-3660	11
75 HECTOR LOPEZ ASSOC	790-9021	11
76 CARIBBEAN INDUSTRIAL	287-3560	12
77 CASTRO MARY	761-0742	12
78 DISTRIBUIDORA NORMA	788-5928	12
79 ESSO STANDARD OIL	775-0738	12
80 MOTORAMBAR	793-7651	12
81 SUIZA DAIRY	273/2338	12
82 CASA DE LOS TAPES	763-6079	13
83 CASA DEL MATRESS	269-0828	13
84 GM T CORPORATION	783-2606	13
85 HF MORTGAGE	269-0215	13
86 HOSPITAL SAN JUAN CA	880-4555	13
87 LEONARDOS	746-0470	13
88 LIFE ASSIST	275-2074	13
89 SUIZA DAIRY	273-2338	13
90 SUIZA DAIRY	273-2374	13

91 SUIZA DAIRY	273-2259	13
92 SUIZA DAIRY	273-2259	13
93 SUIZA DAIRY	273-2374	13
94 SUIZA DAIRY	273-2372	13
95 SUIZA DAIRY	273-2272	13
96 BLACK&DECKER	286-3606	14
97 CARIB IND CONST	287-3709	14
98 CENTRO PIEZAS	795-6502	14
99 CITY SIGNS	776-8013	14
100 DIST ROB GANDIA	283-3150	14
101 DIST ROB GANDIA	755-3962	14
102 DIST ROB GANDIA	755-3731	14
103 DUPONT AGRICULTURAL	854-1030	14
104 HF MORTGAGE	787-1938	14
105 FRANCO MELENDEZ	760-2429	15
106 AUTOS VEGA	782-4030	16
107 COL PERITOS ELEC	781-7196	16
108 DJ PIZZA	269-6120	16
109 SUIZA DAIRY	774-1222	16
110 BUFETE HERNANDEZ	800-981-4038	17
111 CALEB MEDICAL	727-6441	17
112 CENTRO PIEZAS	795-6502	17
113 CARIBBEAN INDUSTRIAL	970-0700	18
114 DM MFG OF MAT	750-6750	18
115 LA CASA DEL MATTRESS	765-8500	18
116 DJ PIZZA	269-6164	20
117 ESSO STANDARD OIL	793-2591	20
118 LEOPOLDO TORO	703-0611	20
119 SENSORAMIC	782-9415	20
120 SOURCE ONE MORT	783-7990	20
121 HUMBERTO VIDAL	751-7245	21
122 ISLAND WIDE EXPRESS	763-6159	21
123 CASA DE LOS TAPES	765-1286	22
124 CHAMPION MORTGAGE	819-0400	22
125 COMECO	783-7061	22
126 DJ PIZZA INC	261-6161	22
127 GARRIDO Y COMPANIA	759-1100	22
128 HARBOR FUEL	723-1182	22
129 LEONARDS	786-3632	22
130 CARRIBBEAN EXHIBITS	727-5445	23
131 CARRIBBEAN EXHIBITS	728-6522	23
132 CARRIBBEAN SNACKS	880-3343	23
133 CARRIBBEAN SNACKS	880-3363	23
134 CARRIBBEAN SNACKS	880-3363	23
135 GMT CORPORATION	781-6022	23
136 GMT CORPORATION	706-4355	23
137 HARBOR FUEL	723-8187	23

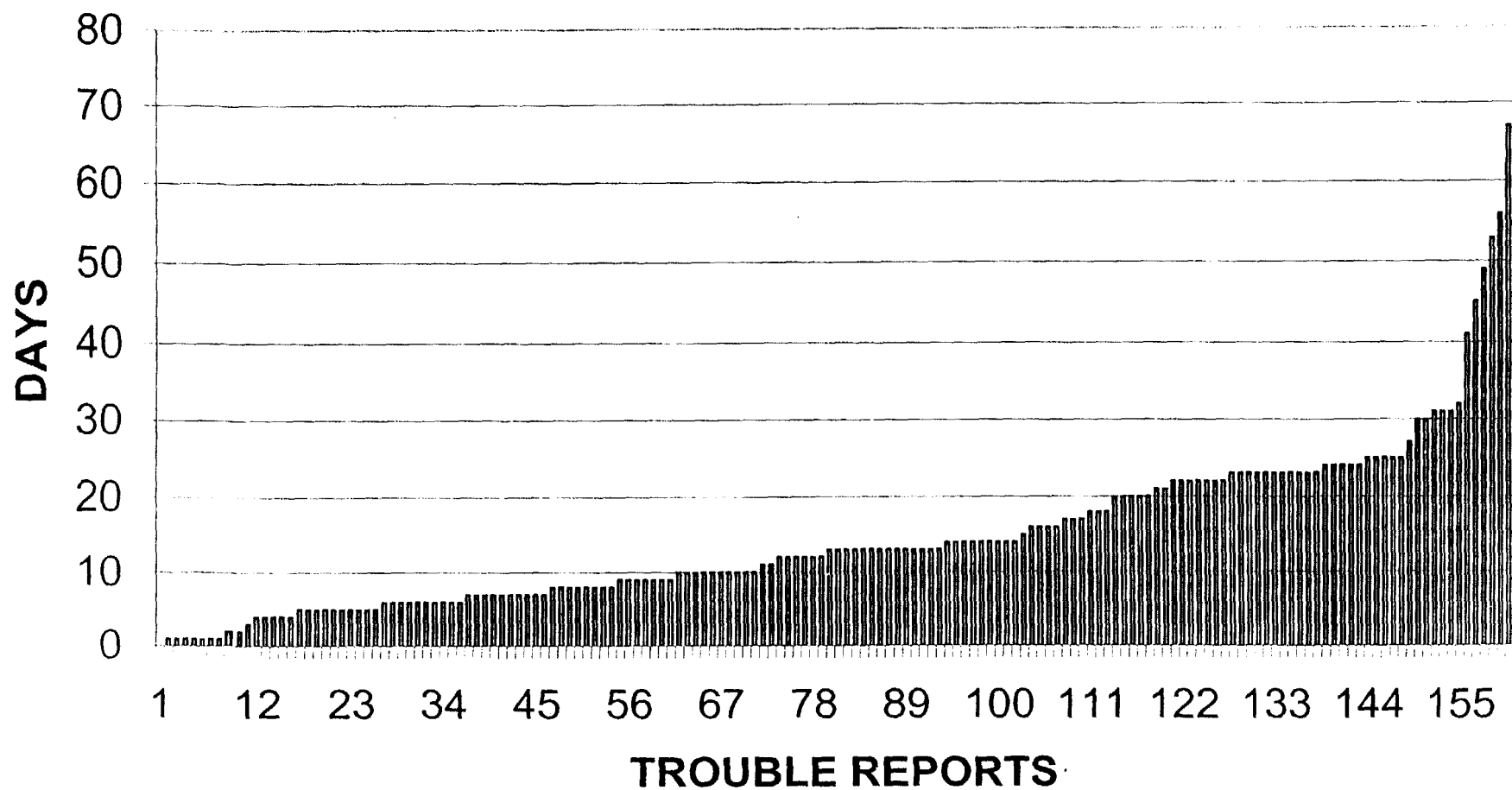
138 ISLAND WIDE EXPRESS	277-0134	23
139 JOSE GARRIGÁ	758-5070	23
140 SUIZA DAIRY	273-2362	23
141 AUT. ENERGIA ELECTR	258-5313	24
142 BANCO DE ALIMENTOS	740-3663	24
143 DJ PIZZA	269-6120	24
144 DUPONT AGRICULTURAL	854-1030	24
145 DUPONT AGRICULTURAL	854-4450	24
146 BLACK&DECKER	286-3570	25
147 BRIDDON CARIBBEAN	760-1372	25
148 CARIBBEAN INDUSTRIAL	287-3540	25
149 FIRST HOSPITAL	790-2030	25
150 ISLA DEL COQUI	287-7075	25
151 LEONARDOS	788-3250	27
152 EURO CARIBE	276-7095	30
153 LUTRON	850-2825	30
154 HARBOR FUEL	723-8187	31
155 PLAVICA	798-2466	31
156 THRIFT DRUG SERVICE	790-1509	31
157 CARIBBEAN INDUSTRIAL	970-7005	32
158 EURO CARIBE	276-7095	41
159 COLDWELL BANKERS	720-3219	45
160 FALELO INC	272-0705	49
161 CARIBBEAN INDUSTRIAL	731-0310	53
162 LUTRON	850-6001	56
163 MANUEL ALFOMBRA	778-5566	67
164 DISTRIBIDORAS NORMA	788-5050	75

Instalations

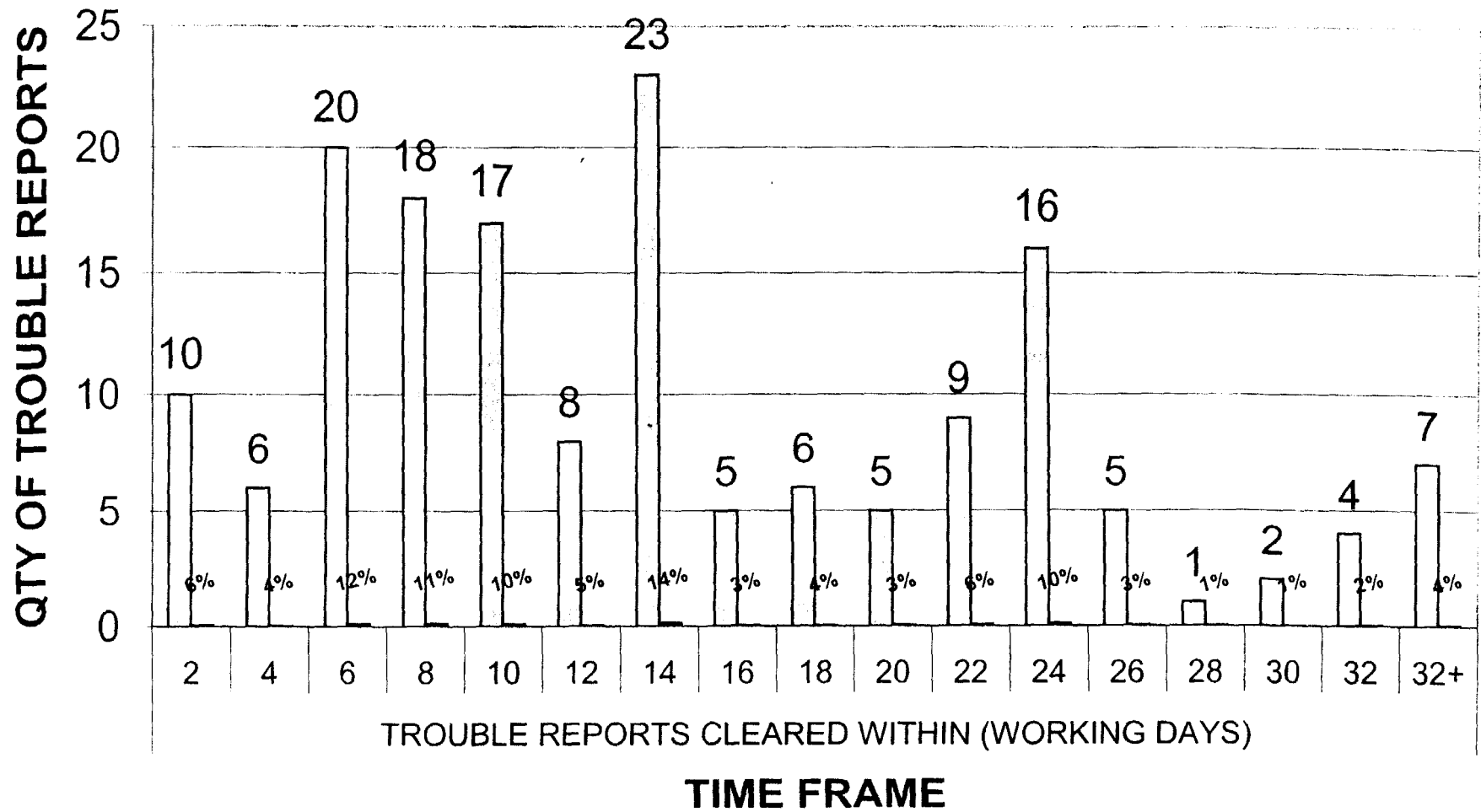
Customer	Days
1 CENTRO PIEZAS	38
2 FIRST HOSP	56
3 JORGE GANDI	151
4 FIRST HOSP	7
5 EMPRESAS DIAZ	15
6 INTEGRATE COMM	18
7 COLONIAL HOTEL	3
8 HOSP ASHFORD	42
9 Novus Vega Alta	24
10	

Feature

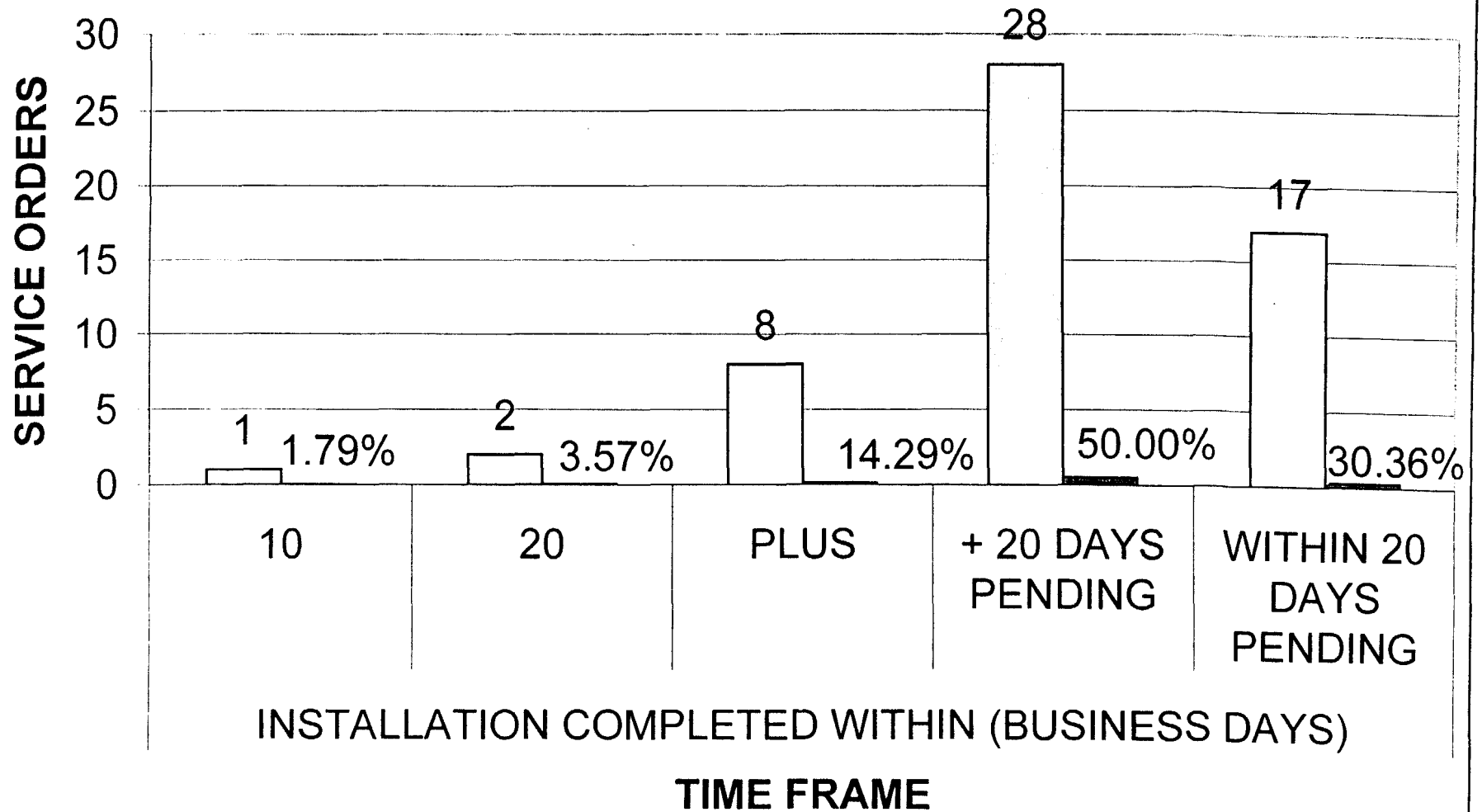
WORLDNET REPAIRS (SINGLE LINE BUSINESS)
REQUESTED FOR THE MONTHS OF OCTOBER 2000 THRU
APRIL 20, 2001



WORLDNET TROUBLE REPORTS (SINGLE LINES) REQUESTED FOR THE MONTHS OF OCT 2000 THRU APRIL 20, 2001



WORLDNET SINGLE LINE BUSINESS INSTALLATION REQUESTED FOR THE PERIOD ENDING ON APRIL 20, 2001

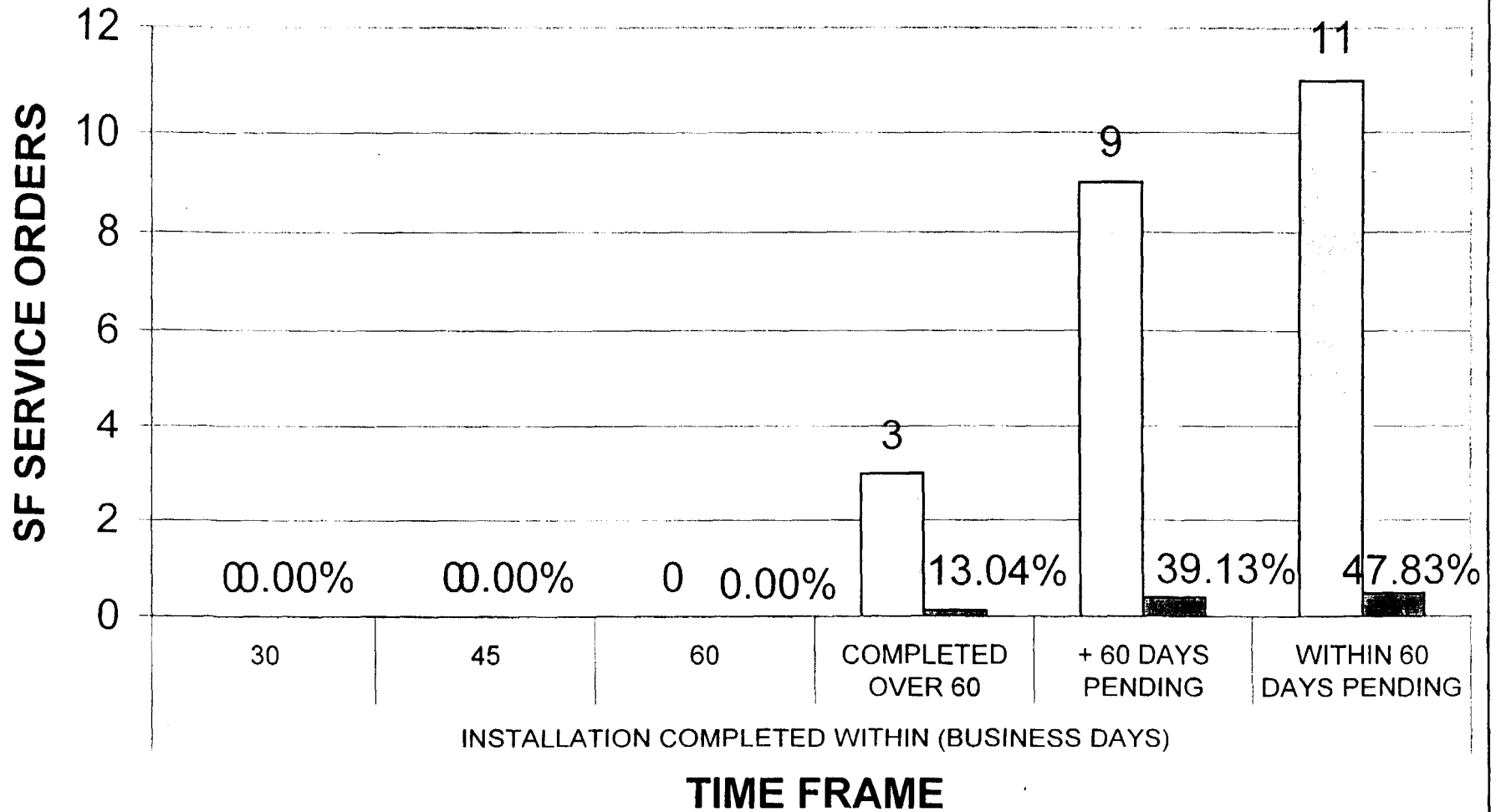


Instalations

1 Ranger American	7	7
2 Marine Center	17	17
3 Ponce Hilton	19	19
4 Ponce Hilton	24	24
5 Novus Vega Alta	24	24
6 Precision Hearing	25	25
7 Teleconteste de PR	25	25
8 Teleconteste de PR	29	29
9 Teleponce Cable TV	41	41
10 Sociedad Asistencia Legal	67	67
11 Novus	122	122
12 CENTRO PIEZAS	12/24/1999	PENDING
13 Management Recruiters	02/23/2000	PENDING
14 LEONARDOS	03/23/2000	PENDING
15 CELSIUS CORP	05/03/2000	PENDING
16 HOSP ANDRES GRILL	06/23/2000	PENDING
17 Pan Pepin	08/15/2000	PENDING
18 Tocars	10/25/2000	PENDING
19 Wartisla Diesel	11/09/2000	PENDING
20 JORGE GANDI	11/10/2000	PENDING
21 ROBERT GANDIA	01/10/2001	PENDING
22 FIRST HOSP	02/06/2001	PENDING
23 HOSP ASHFORD	02/06/2001	PENDING
24 Memphis International	02/20/2001	PENDING
25 AIR EXPRESS INTL	02/21/2001	PENDING
26 INTEGRATE COMM	02/23/2001	PENDING
27 EMPRESAS DIAZ	02/26/2001	PENDING
28 COLONIAL HOTEL	02/26/2001	PENDING
29 FEDERAL INDUSTRIES	02/26/2001	PENDING
30 CENTRO PIEZAS	02/26/2001	PENDING
31 TASTEE FREEZE PR	03/01/2001	PENDING
32 HOSP ANDRES GRILL	03/01/2001	PENDING
33 HOSP FIRST PANAM	03/06/2001	PENDING
34 CORTELCO	03/06/2001	PENDING
35 CASA DE LOS TAPES	03/15/2001	PENDING
36 Sociedad Asistencia Legal	03/16/2001	PENDING
37 Somascan	03/16/2001	PENDING
38 The Shell Company	03/16/2001	PENDING
39 Marine Center	03/23/2001	PENDING
40 Novus Vega Alta	03/26/2001	PENDING
41 Renta Esteve Hnos	04/02/2001	PENDING
42 DANZAS AEI	04/02/2001	PENDING
43 EMPRESAS DIAZ	04/04/2001	PENDING
44 Somascan	04/05/2001	PENDING
45 HOSP CRISTO RED	04/05/2001	PENDING
46 MITSUBICHI MOTORS	04/05/2001	PENDING
47 Quality Bussiness	04/09/2001	PENDING
48 ACTIVE SALESMAN	04/09/2001	PENDING
49 Multisystems	04/10/2001	PENDING
50 Novus/ Plaza Americas	04/11/2001	PENDING
51 Novus Inc Carolina	04/11/2001	PENDING

52 Stryker	04/12/2001	PENDING
53 ASOC PRODUCTOS	04/17/2001	PENDING
54 D J PIZZA	04/17/2001	PENDING
55 HOSP ONCOLOGICO	04/20/2001	PENDING
56 St Jude Medical	11/06/2001	PENDING

WORLDNET SF INSTALLATION REQUESTED FROM JUNE 8, 2000 TO THRU APRIL 20, 2001



October 1, 2000

Mr. Michael Q. Neal
Director of Wireline Services
PRTC
PO Box 360998
San Juan, PR 00936-0998

Dear Mr. Neal:

I would like to set up a meeting with you to try to resolve the mounting problems WorldNet is having with the PRTC Marketing Department, and any problems your group may be having with WorldNet.

WorldNet's issues are:

1. WorldNet customers are being solicited back to PRTC when they mistakenly call 811 for service.
2. Marketing is misinforming customers by blaming WorldNet for PRTC mistakes and delays. This happened frequently with Doral Financial Corporation. DFC was informed several times by PRTC that their data network project was delayed because WorldNet had control of their lines for local service. DFC was told at least three times that WorldNet was delaying assigning the "Dummy" numbers to the remaining PRTC CPE accounts once the local service was stripped off. As you know, "Dummy" account numbers are assigned by PRTC. DFC was informed to move lines back to PRTC to solve their service problems. As a consequence DFC moved the lines for Doral Mortgage back to PRTC.
3. PRTC is also misinforming WorldNet customers by claiming that PRTC's ability to service CPE is reduced or blocked when a customer transfers the local service to WorldNet. This occurred most damaging with Fondo del Seguro del Estado (Fondo). We believe this incorrect information cost WorldNet the account. This investigation is still underway, but we have learned so far that a reason Mr. Pedro Cortes from Fondo canceled the account was because Mr. Jerry Garcia from PRTC informed him he could no longer call PRTC to request service on his CPE. He was told he had to call WorldNet. This degraded Mr. Cortes' confidence in WorldNet since it contradicted the correct information that was given by WorldNet.